

April 4, 2022 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
BHS	Richmond Area Multi-Services (RAMS) - Vocational Services								
	Peer to Peer Services	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 106% of its contracted units of service target. Client satisfaction was not completed due to COVID impact. Program commended for excellent achievement of all of the performance objectives.
	Peer Specialist MH Certificate	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 79% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for superior achievement of all four outcome-oriented performance objectives.
	Peer to Peer Linkage	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 135% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for excellent achievement of all performance objectives, especially because the pandemic response environment led to reduced hours and onsite staffing at all outpatient clinics and subsequent lack of onsite space for peer staff at many clinics.
	Promoting Recovery & Services for the Prevention of Recidivism (PRSPR)	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 89% of its contracted units of service target. Client satisfaction was not completed. Program commended for excellent achievement of both of its performance objectives.
	TAY Leaders - Employment Program	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 73% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for excellent achievement of all performance objectives.
	Peer to Peer Employment	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 135% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for excellent achievement of all performance objectives.

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	ICM Transition Support to Outpatient	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 56% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for excellent achievement of all performance objectives. The program's Year End Report details a remarkable and inspiring successful client/peer engagement that took a client from resisting transition and vaccination to sustained outpatient/medication adherence and COVID vaccination.
	Whole Person Care - Shelter Care Coord. Services		NA	NA	NA	NA			Not monitored, a pilot conducted by Whole Person Integrated Care.
	Wellness in the Streets	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 67% of its contracted performance objectives and 23% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for its pivot due to the pandemic response environment to work in ways not originally anticipated with the birth of the program; the pivot by many measures is deemed successful. Program reminded that all specific objective findings must have fidelity with the specific inclusion criteria within the objective, such as the need to identify that the 180 unduplicated clients were unhoused clients (Objective #2).
	TAY Full Service Partnership	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 89% of its contracted performance objectives and 95% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Client satisfaction survey return rate greater than 50% and overall client satisfaction 50-59%. Program met slightly less of its performance objectives compared to previous year.
	Prevention & Recovery in Early Psychosis (PREP)	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 97% of its contracted performance objectives and 99% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Client satisfaction survey return rate greater than 50% and overall client satisfaction 90-100%. Program commended for improving on its contracted performance objectives compared to previous year.
	Healing Circle								ASO/Fiscal Intermediary, not monitored.

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	TAY SOC Capacity Building	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 80% of its contracted performance objectives and 100% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for meeting 100% of its contracted performance objectives.
	Full Circle Family Program - EPSDT	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 80% of its contracted performance objectives and 100% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for meeting 100% of its contracted performance objectives.

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BHS	Fort Help (Mission)								
	Mission Clinic	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 83% of its contracted performance objectives and 79% of its contracted units of service target. Client satisfaction survey return rate greater than 50% and overall client satisfaction 90-100%. Program commended for outstanding achievement of four of the performance objectives.

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BHS	Seneca Center								
	TBS SF								Program closed in 19-20.
	Intensive Therapeutic Foster Care	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 75% of its contracted units of service target. Client satisfaction survey return rate less than 50% and overall client satisfaction 90-100%. Program commended for excellent achievement of the one applicable objective but SOC deemed many of their assigned objectives not applicable.
	Short Term Connections (ISS)	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 60% of its contracted units of service target. Program was exempted from client satisfaction surveys. Program commended for excellent achievement of the performance objective. Program recommended to work with SOC to create additional individualized performance objectives that are reflective of the services currently provided by the program.
	Long Term Connections Wrap Around	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 70% of its contracted performance objectives and 67% of its contracted units of service target. The program's client satisfaction return rate was below 50% and overall client satisfaction was 90-100%. Program achieved mixed results on the performance objectives, decreasing in performance from the previous fiscal year. Issues with Avatar noted.
	School Based Services	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 90% of its contracted performance objectives and 73% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program is commended for excellent achievement on the CANS objective. Issues with Avatar noted.
	Youth Transitional Services	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 102% of its contracted units of service target. The program's client satisfaction return rate was below 50% and overall client satisfaction was less than 50%. Program is commended for excellent achievement of the performance objective.
	AIIM Higher (Incarcerated Youth Specialty)	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 72% of its contracted performance objectives and 54% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program had excellent achievement of all of the performance objectives except one.

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	Outpatient and DBT	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 70% of its contracted performance objectives and 80% of its contracted units of service target. The program's client satisfaction return rate was below 50% and overall client satisfaction was 90-100%. Program is commended for excellent achievement on the CANS objective. Issues with Avatar noted.
	Compass	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 0% of its contracted performance objectives and 26% of its contracted units of service target. The program did not complete a client satisfaction survey.
	TAY Full Service Partnership	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 85% of its contracted performance objectives and 63% of its contracted units of service target. The program's client satisfaction return rate was below 50% and overall client satisfaction was 50-59%. Program was commended for excellent performance on six of the performance objectives. Many objectives were deemed not applicable by SOC. Issues with Avatar cited.

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BHS	Curry Senior Center (MHSA)								
	MHSA - Addressing Socially Isolated Older Adult Program	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	20-21	Program met 11% of its contracted performance objectives and 33% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program notified their Year End Report did not demonstrate fidelity to the specificities of the performance objectives in the responses provided by the program.
DPH-PHD	PHFE dba Heluna Health								
									New response to Mayor's emergency declaration in the TL, no monitoring yet.
DPH-PHD	Asian and Pacific Islander Wellness Center dba San Francisco Community Health Center								
									New response to Mayor's emergency declaration in the TL, no monitoring yet.
PHD/CHEP	San Francisco Public Health Foundation								
	Tobacco Free Project Administration								Non-HPS CHP (SOC designation CHP-WELL) programs will begin monitoring 21-22 by BOCC..
DPH PHD- CHEP	Regents of the Univeristy of California, San Francisco (UCSF)								
	STD Services at Ward 86 & RAPID and Retention Coordination	Scoring suspended due to COVID-19	NA	NA	NA	NA	No	19-20	Program met 60% of its contracted performance objectives and 434% of its contracted units of service target. The program did not complete a client satisfaction survey due to COVID-19 restrictions.